



Senior Information Governance Officer

Job pack

Thanks for your interest in working at Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Callum Morrison by emailing Callum.morrison@citizensadvice.org.uk or calling 07866369294

Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can

3 things you should know about us

1. We're local and we're national. We have 4 national offices and offer direct support to people in 265 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of circa 265 local Citizens Advice members.

This role sits in the national charity, which includes

- 1000 national staff working in one of our 4 offices or as homeworkers, or as part of the Witness Service from 240 courts across England and Wales
- 2500 Witness Service volunteers

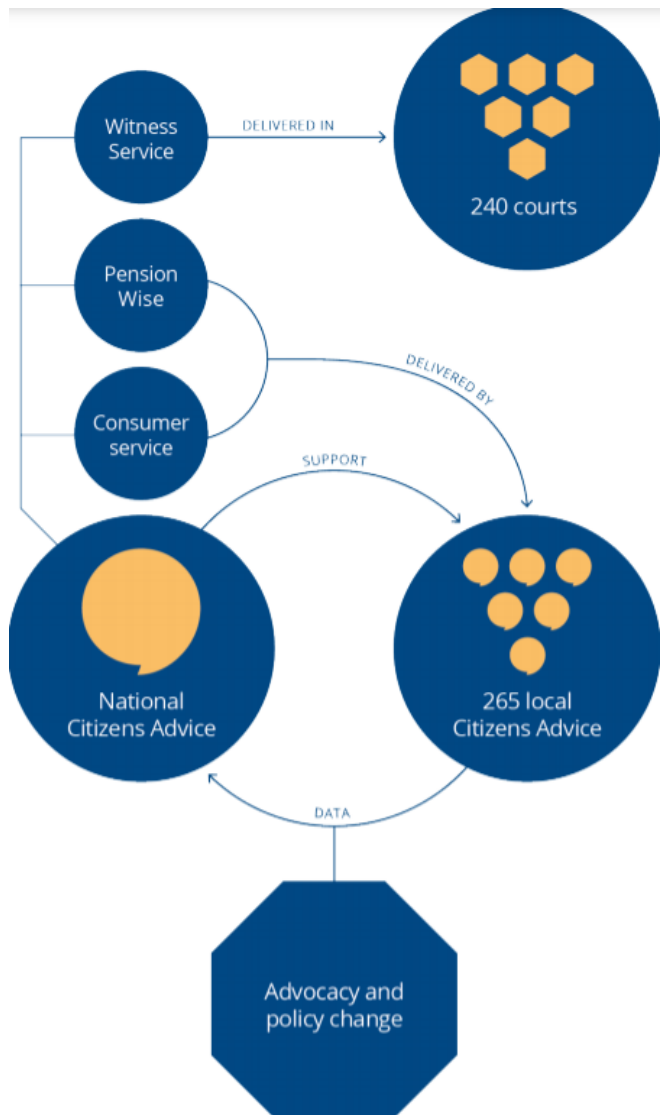
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The team

The role you're applying for is in the Operations directorate and in the Membership Assurance and Compliance (MAC) team. Here are **3** ways you can find out more about us:

1. Annual report - <https://www.citizensadvice.org.uk/Global/CitizensAdvice/Governance/Annual%20Report-2019-20.pdf>
2. **[Citizens Advice - for everyone, for 80 years:](https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814)**
<https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814>
3. **[Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice:](https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7)**
<https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>



The role

Citizens Advice are seeking a Senior Information Governance Officer with experience of supporting the design and delivery of good data protection practice within an organisation.

This role will be joining an established Information Governance team which will consist of 10 members of staff.

As a Senior Information Governance Officer you'll work in partnership with 2 other senior officers to line manage and lead the team to support the aims of Citizens Advice and create a culture of shared responsibility for privacy risk management.

You will lead on developing and supporting organisational policies and processes that ensure we comply with data protection law and good information management practice.

You will lead on or support distinct workstreams at a senior level to sustain our compliance with the UK General Data Protection Regulation, Data Protection Act 2018 and meet our business objectives.

The role will also require you to provide data protection advice at a senior level to Citizens Advice and our wider network of local offices on issues with a practical, risk based approach ensuring we continue to protect the privacy rights of our clients, employees and volunteers.



Role profile

Band:	Manager - Lower	
Reporting to:	Information Governance Lead and DPO	
Proficient salary:	£45,945	
Location:	Blended between office and home	Travel H/M/L: L
Team overview:	<p>Information Governance is the process by which an organisation obtains and provides assurance that it is complying with its legal, policy and moral responsibilities in relation to the processing of information.</p> <p>The team will use Information Governance to support the aims of Citizens Advice and create a culture of shared responsibility for privacy risk management.</p> <p>The team will indirectly support Local Citizens Advice by ensuring the availability of relevant information, guidance, policies and training.</p>	
Role purpose:	<p>To be a senior member of the Information Governance Team.</p> <p>To support compliance with legal, policy and moral responsibilities in relation to the processing of information by the national organisation and to provide advice and guidance to Local Citizens Advice.</p> <p>To lead on some Information Governance business priorities and projects to ensure that Citizens Advice is a leader among third sector organisations.</p> <p>In particular, to take a significant role in sustaining compliance with the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA 2018).</p>	

Key accountabilities	Key elements/Tasks	% of Time
IG strategy, plans, implementation and performance	<p>To assist the creation of team plans; standards; guidance; and procedures covering all areas of the business and to integrate these into business functions.</p> <p>Provide senior support in managing Information Governance knowledge and best practice, being up to date with ICO guidance, case law and other sources, such as the EU Data Protection Board and EU Commission.</p> <p>To take a lead on specific elements, as delegated by the Information Governance Manager, for implementation of a service wide Information Governance Strategy and its associated plans, ensuring engagement with key internal and external stakeholders.</p>	30
DPIAs and Governance	<p>To support the implementation, delivery and embedding of Data Protection Impact Assessments (where appropriate) and to give advice on the privacy risks of projects and change, including memoranda of understanding; data sharing agreements; and data protection clauses in contracts.</p>	15
Training and Communication	<p>To provide senior support for the team in the creation of appropriate Information Governance training materials for stakeholders within Citizens Advice and Local Citizens Advice.</p> <p>To provide senior support for the team in planning and implementing communications to ensure that all stakeholders are aware of their current obligations, including Citizens Advice plans and the membership requirements, in relation to Information Governance and of changes such as the introduction of the UK GDPR and the DPA 2018.</p> <p>Work closely with colleagues throughout Citizens Advice to promote the benefits of Information Governance and the ownership of privacy risks.</p>	10

Consultancy	To provide senior expert advice on Information Governance queries from teams within Citizens Advice or from Local Citizens Advice via Operational or IT Support, escalating to senior colleagues where appropriate.	15
Breaches, incidents and technology	To assist the team in the implementation and improvement of incident reporting and breach handling policies to ensure that potential risks to Citizens Advice and Local Citizens Advice are identified and mitigated. Where appropriate to escalate incidents to senior colleagues and lead on breach handling.	10
Information Assets and Risks	To support the policies, guidance and process relating to the creation of an information asset register. To proactively identify, record and escalate Information Risks.	5
Contribute to team development	Be an active member of the team, identifying opportunities for your own development. Contribute to the good and efficient working of the team in delivering against the business plan. Coaching or buddying junior members of team If there is line management responsibilities: <ul style="list-style-type: none"> - Planning and allocating work, monitoring achievement of deadlines, and supporting staff as appropriate - Managing performance and development, mainly through regular supervision sessions and the talent talk process - Recruitment and induction of new staff - Ensure that the work of the department reflects and supports the service's Equality and Diversity Strategy. 	10

	Compliance with Citizens Advice policies and procedures, including Health and Safety.	
Other	Undertake any other duties as may be reasonably required within the scope of the role.	5



Person specification

Essential Criteria (to be assessed at application and interview)

1. Considerable expert experience with specific responsibility for designing and delivering Data Protection, Information Governance, Information Assurance or a directly related field to meet business objectives
2. Demonstrable ability to communicate effectively in a variety of formats with all levels of colleagues and stakeholders
3. Expert knowledge and understanding of the practical consequences of the UK GDPR and Data Protection Act 2018
4. Experience of creating, actioning and maintaining key documents such as plans, strategies, business cases, risk registers and briefings

Essential Criteria (to be assessed at interview)

5. Educated to degree level or equivalent experience, including qualifications gained outside of the UK
6. Qualifications in or proven ability to apply the UK GDPR and Data Protection Act 2018 to meet business objectives
7. Knowledge of privacy and data protection legislation, good practice and standards related to the UK GDPR and DPA 2018.
8. Knowledge of information security management principles
9. Project management experience and the ability to work within a project context, and to plan own work and that of others to ensure that targets and objectives are achieved under a range of project management methodologies

10. Experience of staff management
11. Ability to create a positive working environment in which equality and diversity are well-managed and staff can do their best.

Desirable Criteria:

- 1 Experience of creating and delivering training
- 2 Knowledge and experience of applying information security standards, in particular ISO27001
- 3 Experience of Agile working methodologies

Requirements for role *(candidates will confirm at interview)*

1. Ability to contribute to an inventive, responsible and generous organisation/team culture.
2. Proven ability to use IT packages, including Google systems such as Google Docs, Google Sheets, Google Slides, email and maintenance of an electronic diary as well as the ability to use or learn other packages as necessary.
3. Willingness to travel within the UK (including overnights) and to work unsocial hours occasionally to meet tight timescales.
4. Understanding of, and commitment to, the aims and principles of the Citizens Advice in which equality and diversity is embedded throughout.
5. Awareness that Citizens Advice clients are at the heart of everything we do



Terms and conditions

1. **PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. **ANNUAL/TOTAL LEAVE**

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. **PENSION SCHEME**

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. **LEARNING AND DEVELOPMENT**

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. **INTEREST FREE LOANS**

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. **SALARY SACRIFICE SCHEMES**

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. **DISCLOSURE AND BARRING SERVICE CHECKS (DBS)**

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the

end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

12. LOCATION

As advertised

13. EMPLOYMENT STATUS

As advertised

14. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

15. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website: https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/)



Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on:](https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)
<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here:](https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/)
<https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/>

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/) to find out more:

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